EXHIBIT 184



ANATOMY OF A PHARMACY CASE

Presented By
Director Pharmacy Loss
Prevention

Andy Palmer

ANATOMY

STORE 1924 - AKRON, OHIO 5/4/07 - 6/9/07

• LPM — BRIAN STIMMEL



- PDM PATTY MENDENHALL
- DIV 2 DATA MINER CATHY KRUG

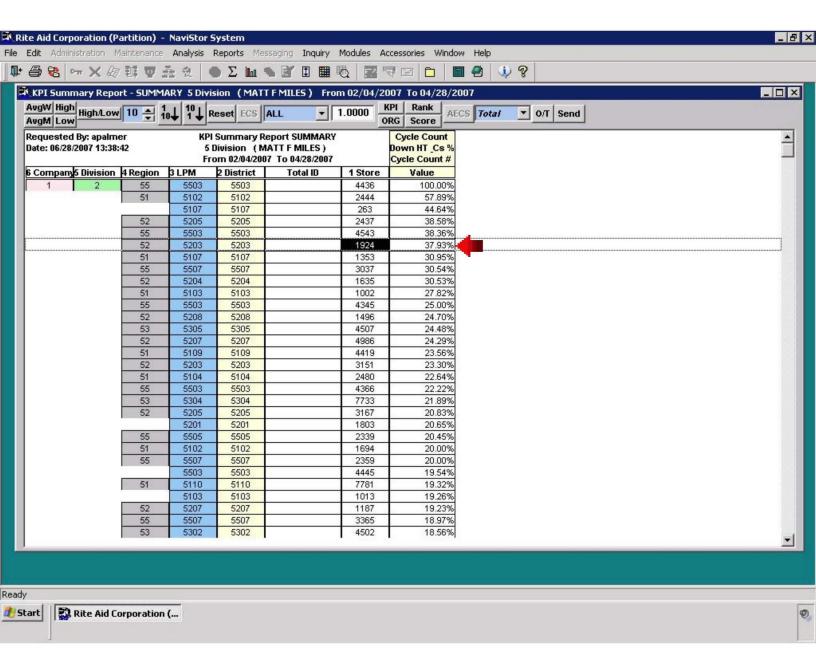
PHASE 1 — INITIAL DETECTION

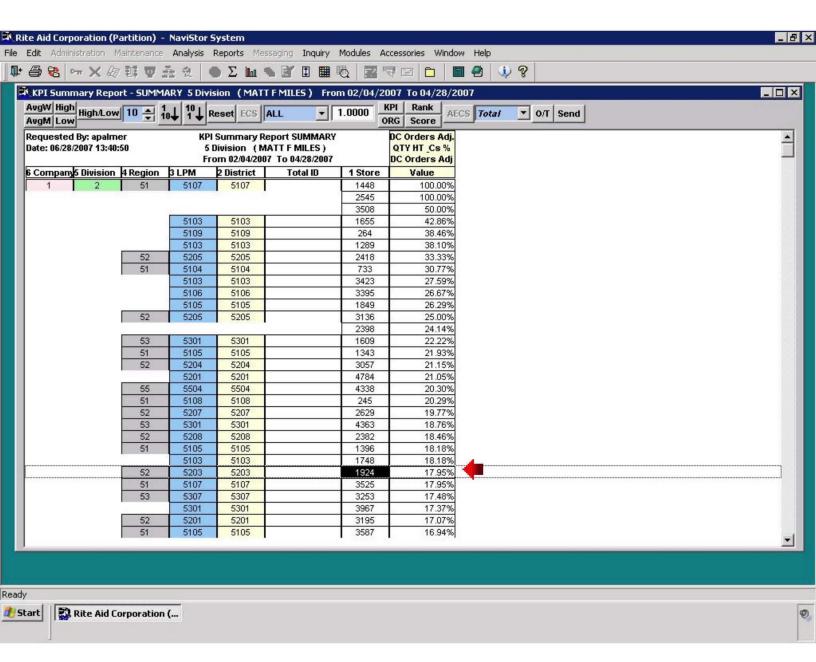
- Data miner Cathy Krug comes across store 1924 during a routine review of Division 2 NaviScript KPI's
- The data indicates possible inventory issues at this location involving controlled substances.

NAVISCRIPT DATA - 1924

- Cycle count down HT CS % cycle count down - 37.93%
- 5th highest in Division
- 2nd highest in Region
- DC Orders Adj Qty HT-CS % DC Orders
 Adj 17.95%
- 19th highest in Division
- 4th highest in Region





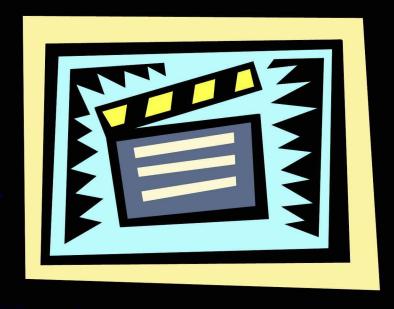


3 PRIMARY KPI'S REFLECTIVE OF INVENTORY LOSSES

- Cycle Counts Down
- DC Order Adjustments
- McKesson Ordering (Esp via Telestock)
- One or more may be an issue at a location
- Any of the above can indicate that the store is experiencing a loss of product and said loss is being compensated for within the replenishment system

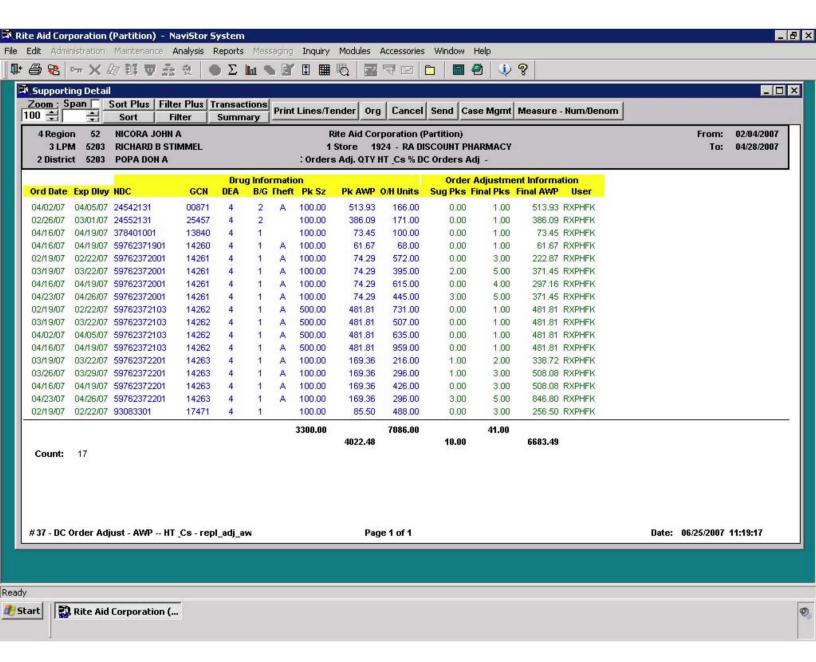
VIDEO CLIP 1

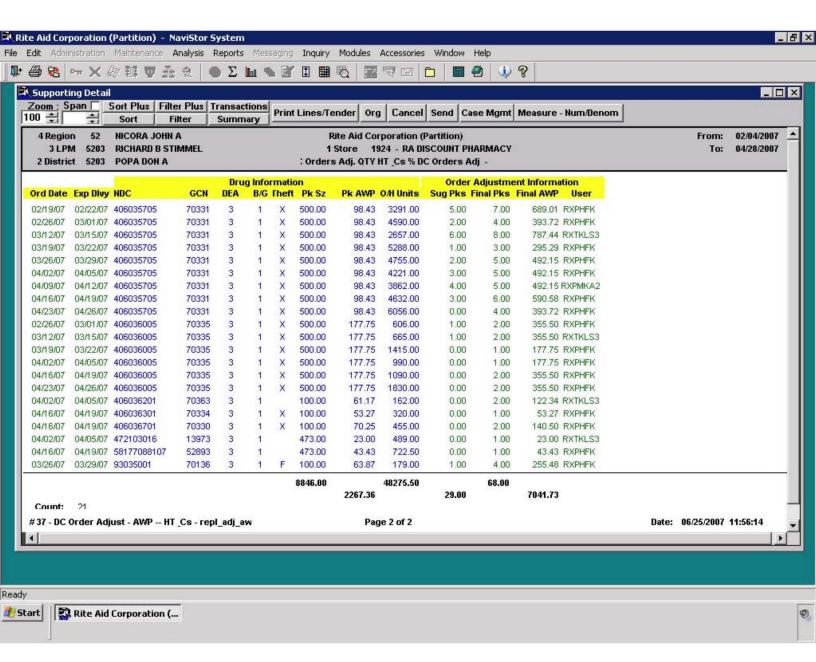
 Cathy and Andy on NaviScript inventory and replenishment

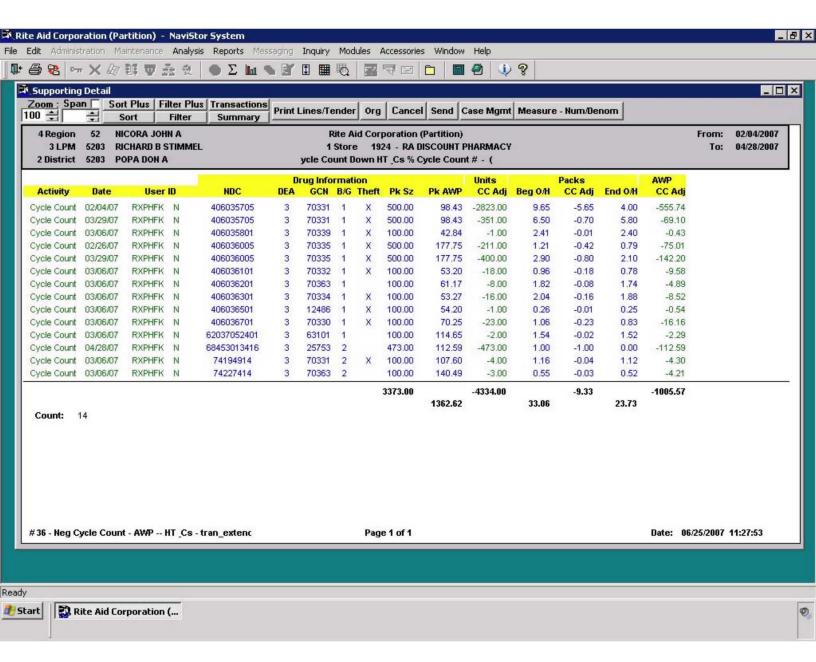


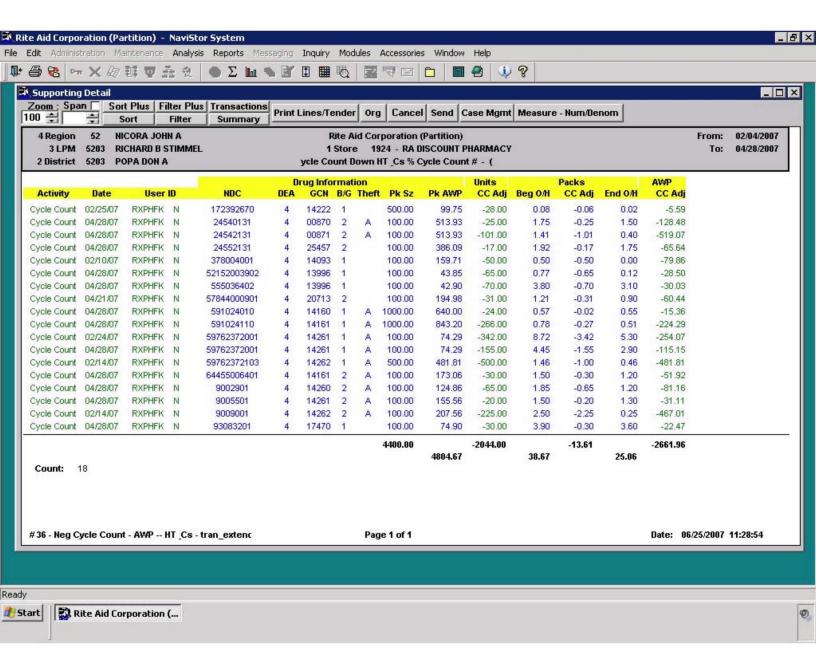
PHASE 2 — DETAILED RESEARCH

- Cathy utilizes filtering and sorting functionalities within NaviScript to research the cycle counts and DC order adjustments in greater detail
- A pattern indicates particular drugs as issues and a particular ID associated with the majority of the activity









PHASE 2 — DETAILED RESEARCH

 Cathy prepares a Pharmacy Inventory Spreadsheet utilizing data from the Replenishment system as well as NaviScript to try to determine what products may be missing and quantify the shortages

PHARMACY INVENTORY SPREADSHEET

| | A | В | С | D | E | F | G | Н | | J | K | L | M | N | 0 | Р | Q | R- |
|----|--------------|--|----------------|---------------------|------------|-----------|------------------|----------------|------------------|------------------------|------------------|-----------------------------|----------|------------------------------------|---------------------|--------------|-------------------------|----|
| 1 | | Pharmacy Inventory Spreadsheet | | | | | | | | | | | | Ĥ | | | | |
| 2 | | All Entry is to be done in UNITS (tablets) | | | | | | | | | | | | | | | | |
| 3 | | | | | | 1 | | | | | | | | | | | | |
| 4 | | | | | | | lown HT & Cs % C | | | | | | | | | | | |
| 5 | | | | | | | HT & Cs % DC O | | _ | | | | | | | - | | |
| 6 | | | | | RGN | 52 | Begining | 2/4/2007 | | | | | | | | - | | _ |
| 7 | | | _ | | LPM STR | Stimmel | Ending Date | | | | | | | | | | | |
| 9 | | | | | SIR | 1924 | Length of | 12 weeks | | | | | | | | - | | |
| 10 | | | | | | | | | | | | | | | | | | |
| 11 | ""NOTE: Olio | ick on the column headings to get notes on where to find the data. | | | | | | | | | | | | | | | | |
| 12 | 71272.2 | | | | | | | | | | | | | | | | | |
| 13 | NDC | Drug Description | Veekl y Arg | Recommend ed O/H | Beg O/H | DC Orders | DSD Orders | Transfer In | Transf er Out | Total Dispens ed | Expecte d O/H | Current O/H from Drug | Diff Qty | How much more/ less O/H than | Total CC Down | Order Adj | TeleSto ck Orders | |
| 14 | 186504031 | Nexium 40mg Capsule | 332 | 1,328 | 756 | 3,810 | 240 | 0 | 0 | 3,990 | 816 | 690 | -126 | 0.519578313 | -126 | 0 | 240 | |
| 15 | | | | American I | | | 1,24,000 | | | 1000 | 7.30 | 100.00 | 1999 | Ser va not negati | 1 Since | | | |
| 16 | 406035705 | Hydrocodone APAP 5/500 Tablet | 2,164 | 8,656 | 5,158 | 30,000 | 0 | 0 | 0 | 25,969 | 9,189 | 6,015 | -3,174 | 0.694893715 | -3,174 | 10,500 | 0 | |
| 17 | | | | | | | | | | | | Sa | | | | | | |
| 18 | 59762372001 | Alprazolam 0.5mg Tablet | 211 | 844 | 624 | 2,400 | 300 | 0 | 0 | 2,537 | 787 | 445 | -342 | 0.527251185 | -342 | 1,600 | 300 | |
| 19 | | -yeyn codination and the second | 1000 | 119/00 | | 2000 | 200000 | | | | 100/06 | - | 900 | | 2.00 | | Ton Car | |
| 20 | | | | | | | | | | | | | | | | | | |
| 21 | | | | | | | | | | | | | | | | | | |

PHASE 3 — FIELD NOTIFICATION

- 5/04/2007 Cathy creates a case in NaviCase for store 1924 based on her research and notifies LPM Stimmel
- Case provides detailed information regarding the potential losses and the ID's associated with the activities
- Case also instructs LPM to work with PDM and to request DUR (Drug Utilization Review) reports from Janet Hart

 5/9/2007 – LPM Stimmel and PDM Mendenhall order DUR reports from Janet Hart for period May 1, 2006 to May 1, 2007 after a review and discussion of the case.

- 5/28/2007 After DUR reports were received and reconciliations performed, the following losses were confirmed.
- Hydrocodone/Apap 5/500 4,527 units
- Hydrocodone/Apap 7.5/500 1,967 units
- Alprazolam 0.5mg 522 units
- Alprazolam 1mg 617 units
- Ambien 10mg 210 units
- Physical counts were obtained at the location for further monitoring

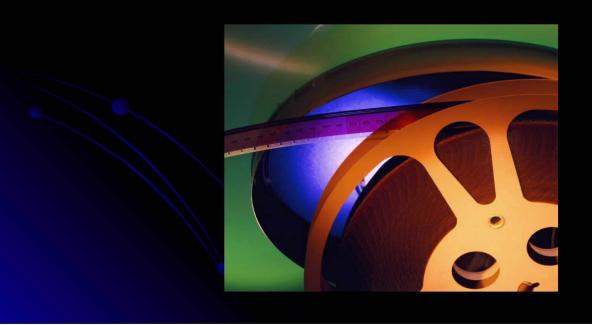
- 5/28/2007 Suspected loss form submitted by PDM
- 6 cameras in place in the Rx area covering everything but sink area
- Counts being done pre-opening every other day by LPM Stimmel and PDM Mendenhall
- State board notified for cooperative effort

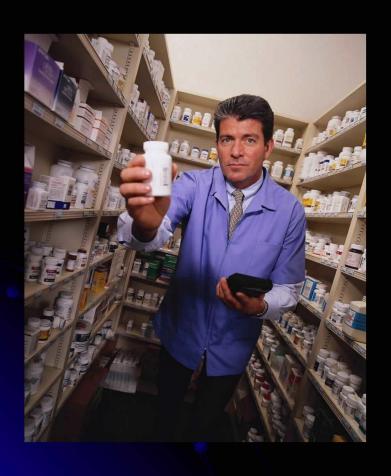
5/30/2007 – Morning counts (pre-opening) done with state board agent present indicate a loss of 54 Hydrocodone/Apap 5/500 has occurred since the 28th and a review of will call reveals 3 prescription vials with product missing from will call – the paperwork is present but Rx bottles containing medication missing. All 3 are for the same patient and for controlled drugon.

- 6/3/2007 LPM Stimmel pulls video and reviews
- Video does not show any concealment of drugs but does show suspicious behavior from the pharmacist whose ID's were associated with the activities
- Behavior includes Rph removing will call bags hidden under checkout and placing Rx containers into an Rx bag but placing the paperwork into the will call bags

CCTV CLIP 1

 This clip will show the suspect tampering with prescriptions in and around will call.





 LPM Stimmel and PDM Mendenhall learn that our suspect is close friends with the patient whose prescriptions were being tampered with in will call. They also learn that this patient may have a history of drug abuse issues.

LPM Stimmel contacts Director, Pharmacy LP Andy Palmer with a request to review the patient profiles associated with activity. Palmer grants permission as pursuant to an active investigation.

A review of the profiles reveals that the suspects friend is on all of the same medications missing from this location

PHASE 4 — INVESTIGATION REACT AND ADJUST

 6/3/2007 -LPM Stimmel adds 2 more cameras to his set up to try and better capture activity around the will call area and by the Rx door and get a view of the Hydrocodones near Rx Counter



PLAY VIDEO

Bill Miller discussing CCTV



- 6/4/2007 PDM and LPM take more early morning pre-opening counts. Three new losses discovered on the following drugs.
- Hydrocodone 5/500 33
- Hydrocodone 7.5/500 43
- And Alprazolam 1mg 22



 PDM Mendenhall reviews the daily pharmacy reports and notices that no prescriptions have been filled at this location for Alprazolam 1 mg within the timeframe they became missing

 PDM Mendenhall and LPM Stimmel review the CCTV footage together and notice the suspect appear to fill a prescription for the Alprazolam 1 mg but Mendenhall notices that the monograph and label print out immediately and no QA appears to occur. Mendenhall concludes from the video that the suspect merely printed a label from a previous script and does not appear to properly and accurately count the tablets out.

CCTV CLIP 2

 This clip will show the suspect doing a label reprint on the Alprazolam and placing tablets into a vial using the reprinted label.



CCTV CLIP 3

 This clip shows the "Pick up" of the relabeled prescription vials by our suspects accomplice.



 6/5/2007 – A meeting with state board agent to discuss the case details and view the video is arranged. A decision is reached to mutually interview the suspect pharmacist at the location on 6/9/2007



PHASE 5 - RESOLUTION

- 6/9/2007 LPM Stimmel interviews the suspect pharmacist with state board agent present.
- The suspect when confronted with the evidence admits to the theft of controlled drugs by printing extra labels on his friends medications and filling and labeling vials with those drugs. He then removed those filled vials from the store himself or handed them off to her on occasion.
- The suspect pharmacist signs a statement to that effect and a civil internal loss report and declares his willingness to repay Rite Aid.
- Suspect pharmacist is then removed from the location and terminated. State board agent arranges for an arrest warrant.

PHASE 6 — FINAL DOCUMENTATION

- A Form 106 is prepared by the PDM, approved by Janet Hart and submitted to the DEA as a loss due to employee theft.
- LPM Stimmel updates his case in NaviCase and closes the case

ONE MORE BAD APPLE REMOVED FROM THE BUSHEL!



| Case: 1:17-md-02804-DAP | Doc #: 2387-9 | Filed: | 08/14/19 | 37 of 37. | PageID #: 392793 |
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Notes Summary:

No speaker notes are contained in this presentation.